



TRAINEE CUSTOMER SERVICE OFFICER (Certificate III in Business)

The Shire of Yilgarn invites applications for the position of Trainee Customer Service Officer.

The primary responsibilities of the position are:

- initial point of contact to the public;
- providing tourism information;
- receipting monies;
- providing secretarial and word processing services;
- actively engaging in multi-skilling development program with other Administration staff

The Traineeship will be a 12-month contract. Students who are about to complete or have completed Year 10 and above are encouraged to apply. The successful applicant will undertake Certificate III in Business through on-the-job training.

The Trainee will be required to perform duties at the Shire Administration Office and the Community Resource Centre. **This position will commence Monday 10 June 2019.**

An information package is available at www.yilgarn.wa.gov.au. Further information can be obtained by contacting Manager Community Services – Jenny Gemund on 0491 217 156.

Written applications, addressed to the CEO and marked confidential, will be received up to **3:00pm** on **Wednesday 29 May 2019**.

Peter Clarke
Chief Executive Officer

Shire of Yilgarn
PO Box 86
SOUTHERN CROSS WA 6426

PLEASE NOTE: Canvassing of Councillors will disqualify. The successful applicant is required to obtain relevant police checks, and to provide evidence of all claimed qualifications prior to commencing employment. This position is subject to a Pre-Employment Medical.

Proudly supported by



**Department of
Primary Industries and
Regional Development**

INFORMATION FOR PROSPECTIVE APPLICANTS

Thank you for your interest in the advertised position. These guidelines are presented to assist your application process, please read the following information.

Eligibility

Check the requirements (skills, qualifications, experience) for the position as described in the advertisement and position description to assess your suitability for the role. The successful applicant is required to provide evidence of all claimed qualifications prior to commencing employment.

As an Equal Employment Opportunity employer, the Shire of Yilgarn encourages applications from individuals of diverse backgrounds to apply, to join us in servicing our community.

Note: Canvassing of Councillors will disqualify.

Preparing your Application

In order to be considered for a position, you must be able to demonstrate your suitability for the position advertised. Applications will be assessed against the requirements (skills, qualifications, experience) outlined in the position description.

(Unless specifically requested in the advertisement) it is not a requirement to individually address the selection criteria. The decision to shortlist applicants will be based on the information provided in the application against the requirements described in the position description.

Your application should be typed, if this is not possible, ensure that your writing is clear and easy to read. Your application should include:

- Application for Employment Form
 - ✓ Please complete the application form included in this information.
 - ✓ Reference the position you are applying for, and your desire and suitability, together with any relevant information on your availability for an interview.
 - ✓ You may wish to summarise your application and emphasise your strongest points and achievements.
- Current Resume/Curriculum Vitae
 - ✓ Personal Details – Name, address and telephone number.
 - ✓ A summary of your work history starting with the most recent. Information should include employment dates and details of duties, performance and your achievements in each job. Don't forget to add any experience you may have of acting/relieving in this role or similar.
 - ✓ Any activities you have undertaken outside of work which are relevant to the application.
 - ✓ Your qualifications, education and training achievements (be sure to include any education you are currently undertaking).
 - ✓ Photocopies of relevant formal qualifications (if available).

- **Referees**

Two referees plus their contact phone numbers must be nominated in your application – they must be able to comment on your work performance (e.g. your direct supervisor/manager). Referees should be contacted for approval before listing them in your application.

Note: An application for one position will not be held over to be used for another position.

Closing Date

Check the closing date for the application. Ensure your application is received at the Administration Office before the closing date and time, as applications received after this date are **NOT CONSIDERED**.

Lodgement of Application

You should provide us with only one copy of your complete application. Please do not submit your application in plastic sleeves, cardboard folders, binders, files or spiral bound. Please do not submit originals of documents, as applications for employment are not normally returned. All applications may be submitted in any of the following ways:

Written submissions

Please address your application to:

Chief Executive Officer
Shire of Yilgarn
PO Box 86
SOUTHERN CROSS WA 6426
(Mark envelope "Confidential" and title of the position applying for)

Hand delivery

You can hand deliver your application to:

Shire of Yilgarn – Administration Office
23 Antares Street
Southern Cross WA 6426
Between 8:30am and 4:30pm – Monday to Friday.

Electronic (Emailed) submissions

Please ensure that your application is submitted in Microsoft Word compatible format. Send application to payroll@yilgarn.wa.gov.au

Post Application Process

- Short listed applicants will be notified by telephone.
- All unsuccessful applicants will be notified in writing once an offer of employment has been accepted.

Interviews

If you are shortlisted, you will be invited to attend an interview which may be with 2 or 3 interviewers (i.e. HR, Supervisor, and Manager). The interview questions are designed to assess your suitability to the position you are applying for, and will consistently be asked of every applicant. Some of the questions will be asking you to describe specific examples of your past work experiences. The interviewers will take note of your responses to the questions to assist with the selection process.

The interview is also your opportunity to ask questions to assess the position's suitability for you! Feel free to prepare a few questions you may wish to ask the interviewers.

At the completion of the process, all applicants will be notified of the outcome of their application.

Records

Your application and any information gathered on your application throughout the recruitment process will be kept confidential for a period no longer than six (6) months and disposed of securely.

Offer of Employment

If offered the position, and prior to appointment, prospective employees may be required to undertake the following:

- Pre-Employment Medical Examination
Appointment to the position is not confirmed until a pre-employment medical examination is completed and accepted. This may also include a Drug & Alcohol Screening Test.

The cost of the Pre-Employment Medical Examination will be met by Council after appointment.

- Police Clearance
The successful applicant will be required to obtain a National Police Clearance Certificate not more than three months old.

Queries?

If you require any further information or have any questions regarding the position, your application or the selection process, please contact Human Resources on 9049 1001.

CONDITIONS, BENEFITS AND REMUNERATION

The following Conditions of Employment are as per:

- Shire of Yilgarn Enterprise Agreement 2017 and/or
- Local Government Industry Award 2010 (LGIA) and/or
- National Employment Standards (NES)

and the below mentioned conditions should not be construed to be the limitations of conditions.

STANDARD CONDITIONS:

Equal Employment Opportunity

Council is an equal opportunity employer and has adopted an EEO policy in accordance with legislation. A copy of the policy is available for all staff to read and is provided in your 'Council Staff Policy Manual'.

Working Hours

- Administration Staff
Office hours are from 8:00am until 5:00pm each day from Monday to Friday, with a fifteen (15) minute morning tea break and a one (1) hour unpaid lunch break. Full-time employees - 0.4 of the ordinary hours worked contribute towards one rostered day off per month.

Overtime/Time in Lieu

No overtime or time in lieu is to be worked without prior authorisation of the employee's Manager/Supervisor.

Annual Leave

Annual Leave is as per the NES Division 5, being four (4) weeks accrued progressively during a year of service, including 17.5% leave loading.

Personal/Carer/Bereavement Leave

- Each full-time employee is entitled to Sick, Carer's and Bereavement Leave as per the Shire of Yilgarn Enterprise Agreement 2017.
- A certificate from a registered health practitioner or statutory declaration must be produced for sickness absence two (2) days or more. Absence without necessary documentation when required will result in the employee not being paid.
- Three (3) days bereavement leave is available on the death of a member of the employee's immediate family. Bereavement leave is non-cumulative. Refer to Shire of Yilgarn Enterprise Agreement 2017 for eligibility.

Superannuation

Currently the Shire of Yilgarn contributes compulsory superannuation of an employee's gross pay (excluding allowances) at 9.5% as per the Superannuation Guarantee.

Probationary Period

A probationary period of three (3) months is applicable to this position (unless otherwise specified). During the period performance will be assessed and managed against the requirements set out on the Position Description. The probation period can be extended if initial performance is unsatisfactory.

Annual Performance Review

If the appointee is granted permanency, a Staff Development Performance Review will take place at least once in every calendar year. The annual review will include an assessment of achievement of the key duties and responsibilities and will be used to identify training and development needs.

Code of Conduct

All staff are to be familiar with and abide by the adopted Staff Code of Conduct. A copy of the Code is available for all staff to read.

ADDITIONAL BENEFITS:

The following additional benefits are applicable to the Shire of Yilgarn employees and are above the requirements of the Local Government Industry Award 2010 and the National Employment Standards.

Superannuation

In addition to employer compulsory superannuation, permanent Full-Time or Part-Time employees may make their own voluntary contributions to the superannuation fund of their choice. Employee superannuation contributions may be a fixed amount per pay or a percentage of the pay value, with a minimum being 1%. Council will contribute a percentage as per the current Council Staff Policy, being 5.5%.

Uniform Allowance

- Administration Staff
To maintain Council's corporate image administration staff are encouraged to wear a uniform. To support wearing of uniforms, Council will contribute an allowance per employee (pro-rata for part-time employees) per year. Allowance is only to be used to buy Council's adopted uniform. This allowance is not applicable for casual employees.

Tea Breaks

Tea Breaks are not catered for under the Local Government Industry Award 2010. Council permits its employees a fifteen (15) minute allocation for a morning tea break.

Staff Training

The Shire of Yilgarn allows appropriate accommodation (including meals) and travel expenses to be incurred by Staff when attending approved Training Seminars and Courses. Accommodation is to be arranged only by the relevant Department Manager. Payment for private accommodation will not be granted unless approved by the Chief Executive Officer.

Rostered Day Off (Full-Time employees only)

If applicable to your position, full-time employees are entitled to one (1) Rostered Day Off after every nineteen (19) working days. Rostered Days Off cannot be accumulated.

APPLICATION FOR EMPLOYMENT

Thank you for your interest in this position with the Shire of Yilgarn. Please complete the following questions and attach with your application.

VACANCY DETAILS			
Position Title:			
PERSONAL DETAILS			
Surname:		Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss
Given Names:		Date of Birth:	
Address:			
Suburb:		Postcode:	
Email:			
Daytime Contact No:		Mobile:	
Are you an Australian Citizen or permanent resident of Australia?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, do you currently hold a Visa allowing you to work in Australia? (If yes, please attach a copy.)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you hold a current Motor Vehicle Driver's Licence? If yes, please provide details:		<input type="checkbox"/> Yes <input type="checkbox"/> No	
State:	Class(es):	No#:	Expiry:
Do you hold a current: <input type="checkbox"/> National Police Clearance <input type="checkbox"/> Working with Children Check <input type="checkbox"/> willing to obtain clearance/s. OR			
RECRUITMENT SOURCE			
How did you first become aware of this vacancy?			
<input type="checkbox"/> Shire of Yilgarn website	<input type="checkbox"/> Other website		
<input type="checkbox"/> Local Government Jobs website	<input type="checkbox"/> Local newspaper		
<input type="checkbox"/> WA Govt Jobs website	<input type="checkbox"/> West Australian		
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Other		
ATTACHMENTS			
Please ensure you have attached all the required documents (see <i>Information for Prospective Applicants</i> for details).			
<input type="checkbox"/> Cover Letter	<input type="checkbox"/> Resume / Curriculum Vitae		
<input type="checkbox"/> Referees (2 contactable work referees, preferably Supervisors or Managers)			
<input type="checkbox"/> Copies of relevant qualifications			
AVAILABILITY			
How soon would you be available to commence work: (If currently employed, what is the minimum period of notice required?)			

Declarations

The following declarations are NOT a barrier to being considered for employment, but will assist us to take due care in assessing placement should you be the successful applicant.

HEALTH			
To the best of your knowledge, do you have a medical condition, injury or disability that would impact your ability to undertake the duties of the position you applied for? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details of condition:			
WORKER'S COMPENSATION CLAIM			
Have you ever made a Worker's Compensation Claim? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please describe claim details (e.g. year of injury, what type of injury, company worked for, period of time off work, etc.):			
Year of Injury	Type of Injury	Name of Company	Period of time off work
Are any claims still current? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details of current claims:			
CRIMINAL CONVICTIONS			
Have you ever been convicted of any offence in any court, or are you currently subject to any charges pending before court, or the subject of an investigation before a tribunal? (You do not need to give details of any conviction which you have had declared spent under the "Spent Convictions Act 1988".) <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details:			
APPLICANT DECLARATION			
I declare that all the above statements and attached supporting information are true in all respects and consent that this information will be stored and used for the purposes of assessing suitability for employment. I understand that in providing referees I consent to them being contacted. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal. (If submitting a hard copy, please sign and date. If emailing, please enter your name and date, we will consider this consent as described above.)			
Applicant's signature:		Date:	

POSITION DESCRIPTION

POSITION TITLE:	Trainee Customer Service Officer – HR-PDA-017
AWARD:	Shire of Yilgarn Enterprise Agreement 2017
DEPARTMENT:	Administration
STATUS:	Fixed term
LOCATION:	Southern Cross

1. POSITION OBJECTIVES:

- 1.1. To provide a traineeship program for a person with an interest in developing a career in office administration;
- 1.2. This role is a trainee role, supporting Administration and Finance;
- 1.3. Duties and responsibilities are designed to develop skills and gain experience in an office work environment.

2. GENERAL POSITION RELATED INFORMATION:

- 2.1. It is a requirement of this position that the trainee enrolls in Certificate III in Business with TAFE. This appointment is contingent upon continuing participation in the Traineeship Program;
- 2.2. The Trainee will be required to perform duties at the Shire Administration Office and the Community Resource Centre, or elsewhere as reasonably directed by the employer.

3. KEY DUTIES AND RESPONSIBILITIES:

- 3.1. Customer Service
 - 3.1.1. Treat all customers with professionalism, dignity and respect;
 - 3.1.2. Respond as initial point of contact to all telephone and counter enquiries and refer to appropriate officers;
 - 3.1.3. Responsible for maintaining a clean front counter/foyer environment, notice boards and tourism displays.
- 3.2. Traineeship
 - 3.2.1. Undertake training and make satisfactory progress towards completion of Certificate III in Business;
 - 3.2.2. Attend and/or participate in all classes of an approved TAFE college as required in accordance with TAFE policies and regulations;
 - 3.2.3. Attend and complete relevant on-the-job training if required.
- 3.3. Cashier
 - 3.3.1. Collect and process the receipt of all funds received in person and by mail at least daily;
 - 3.3.2. Reconcile daily funds received with receipts issued and bank funds. Balance cash float;
 - 3.3.3. Undertake training for Transport Licencing (5 day course in Perth). On completion of training, process all types of Licencing duties. Also prepare Transport Licencing Theory Testing and process bookings;
 - 3.3.4. Assist with the processing of TransWA ticket sales.

3.4. General Duties

- 3.4.1. Envelope & deliver mail, record in register;
- 3.4.2. Maintain records of public building use, invoice accordingly and arrange issue and return of keys;
- 3.4.3. Provide word processing capabilities and undertake photocopying, collating, binding and general office duties;
- 3.4.4. Produce business documents and stationery for CRC clients;
- 3.4.5. Assist with the preparations and production of community publication 'Crosswords';
- 3.4.6. Assist with the coordination of equipment and room hire bookings as required;
- 3.4.7. Assist the finance and administration team with processing creditor payments and other tasks as required;
- 3.4.8. Any other duties consistent with the level of this position and the principles of broad banding.

3.5. Library

- 3.5.1. Assist with the day-to-day running of the Southern Cross Library, including memberships and state library exchange.

4. ORGANISATIONAL RELATIONSHIPS:

4.1. Responsible to

Manager Community Services

Finance Manager

4.2. Supervision of

Nil

4.3. Liaison

Internal

Chief Executive Officer

Senior Management and other staff

External

General Public / Visitors

Government Agencies

5. OCCUPATIONAL SAFETY AND HEALTH:

The following are your responsibilities to ensure that a safe and health work environment is maintained:

- There is an obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- To observe all safe working practices as directed by the supervisor and use of personal protective equipment as provided.
- Report ALL accidents, incidents, near misses and hazardous situations arising in the course of work.

6. EXTENT OF AUTHORITY:

Works under direct supervision and work outcomes are regularly monitored by the Manager Community Services and Finance Manager.

7. SELECTION CRITERIA:

7.1. Essential

- 7.1.1. Preferred completion of Year 12 Certificate with English, Typing or Computer Studies and Maths;
- 7.1.2. Numeracy skills;
- 7.1.3. Communication skills, both written and verbal;
- 7.1.4. Ability to work as a team member;
- 7.1.5. A genuine interest in completing a traineeship in Business Administration;
- 7.1.6. Enthusiasm to provide quality customer service;
- 7.1.7. Experience in using Microsoft applications including Microsoft Word and Microsoft Excel at a basic level;
- 7.1.8. Good time management and organisational skills, with ability to set and achieve goals;
- 7.1.9. Interpersonal and customer service skills;
- 7.1.10. Provision of a National Police Clearance (no older than 3 months).

7.2. Desirable

- 7.2.1. Hold a current WA "C" Class Drivers Licence (commencement of Provisional licences sufficient);
- 7.2.2. Basic office or customer service experience;
- 7.2.3. Desktop publishing skills (Microsoft Publisher);
- 7.2.4. Hold a current Senior First Aid Certificate;

8. TRAINING:

The Shire of Yilgarn will provide occupational training and development opportunities to the successful applicant including the costs of attending appropriate training.

9. PERFORMANCE REVIEWS:

- 9.1. Reviews shall be conducted annually on the following Key Performance Indicators:
 - 9.1.1. Quality of Work
 - 9.1.2. Quantity of Work
 - 9.1.3. Relationships with people
 - 9.1.4. Initiative
 - 9.1.5. Meeting work deadlines
 - 9.1.6. Decision making
 - 9.1.7. Commitment and attitude

10. SALARY PACKAGE DETAILS:

	FROM	TO
Cash Component	\$24,166	\$41,733
Annual Leave Loading @ 17.5%	325	562
Superannuation Guarantee @ 9.5%	2,296	3,965
Council Superannuation @ 5.5% (subject to matching contribution)	1,329	2,295
Uniform	400	400
TOTAL PACKAGE	28,516	48,955